

**FRANKLIN COUNTY
DEPT of JOB and FAMILY SERVICES
80 E. Fulton Street
Columbus, Ohio 43215**

J O B A N N O U N C E M E N T

POSITION TITLE: Income Maintenance Aide 2
Customer Support Specialist
(Bargaining)

PCN: 444444

Location: North, South, East and West Opportunity Centers

P. R.: O5

REPORTS TO: Office Manager 2

RESPONSIBILITIES: Act as a receptionist/telephone screener for the center; greets applicants, recipients, and visitors and responds to general inquiries. Accept required verification and refers client to assigned case manager. Provides support to caseworker, assists with Food Stamp issuance and transaction authorization for recipients of the Ohio Direction Card. Track movement and placement of child care recipients and certification status. Explain the basic eligibility requirements and procedures to applicants/recipients. Conduct initial screening and registration of new application and secures case files for assigned case manager. Answer routine questions in reference to case status, benefits issuance, etc. Interview customer by telephone to secure needed information. Mail out requests for income verification, child care, public assistance, Healthy Start, and PRC applications. Provide information in response to inquiries received and schedules customers' appointments with case managers. Operate copier, sorts and distributes mail, serves as Notary Public for center. Prepare photo I.D. cards, and returned warrants. Maintain sign-in logs, compile statistical reports, e.g. new applicants, recipients in to see the case manager, customer reporting for orientation and testing, assessment, good cause, or other reasons. Ensure that the card management system correctly debits and credits each card. Perform daily balance and updating card usage log. Monitor case transfer alerts; assign incoming and outgoing CRIS-E and child care cases based on type of service to appropriate unit/center. Scan incoming and outgoing case files and file all loose case material. Pull case records upon request and/or prepare for movement to another center or county as requested. Maintain control of all case records. Utilize the computer tracking system to identify case number. Perform inventory, stock control, storage and distribution of supplies for the center. Receive and date requisitions and purchase orders. Complete reports and provide coverage for Unit Aide.

MINIMUM QUALIFICATIONS: A high school diploma or GED is required; supplemented by six (6) months in customer service, office or clerical work; or any equivalent combination of training and experience.

STARTING SALARY: \$ 11.04 per hour, 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Tuesday, September 27, 2011

DEADLINE TO APPLY: Until Filled

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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